



Health Services
LOS ANGELES COUNTY

December 7, 2007

**Los Angeles County
Board of Supervisors**

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TO: Each Supervisor

FROM: Bruce A. Chernof, M.D. *R. Splawn for*
Director and Chief Medical Officer

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER
KING, JR. – HARBOR HOSPITAL**

This is to provide your Board with the weekly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

Bruce A. Chernof, MD
Director and Chief Medical Officer

John R. Cochran III
Chief Deputy Director

Robert G. Splawn, MD
Senior Medical Director

MLK MACC Service Indicators

Urgent Care

There were 494 total (adult and pediatric) urgent care visits in the week ending December 1, 2007 (Attachment I). This is a 13% increase from the prior week when 436 visits were provided.

There were 39 patients transferred out of the urgent care center to hospitals (primarily Harbor-UCLA Medical Center) during the week ending December 1, 2007, compared to 29 patients the prior week. One of these transfers was initiated through a call to 9-1-1.

Outpatient Primary and Specialty Care Visits

The number of outpatient primary and specialty care visits for the week ending December 1, 2007, was 2,572 (Attachment I). This is a 69% increase from the prior week when 1,520 visits were provided. The prior week was lower due to the Thanksgiving holiday.

The Department will continue to monitor urgent, primary, and specialty care visits and will report on any trends.

Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports

As reported previously, the Emergency Medical Services (EMS) Agency in collaboration with EMS field providers and surrounding hospitals redrew the ambulance service areas to redirect 9-1-1 ambulances in an effective

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manner while limiting disruption to the EMS system to the greatest degree possible. Nine private "impacted" hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from MLK's geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was also allocated for physician reimbursement of 9-1-1 and walk-in patients. To date, seven of the nine hospitals have signed the agreement.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments (ED) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic and the hospitals are generally reporting that their inpatient beds are busier than usual for this time of year.

On December 4, 2007, the EMS Agency met with the impacted hospital program managers and billing staff to review the impacted hospital contracts and procedures for enrollment, transfer and payment for eligible patients. Four of the seven impacted hospitals who signed contracts participated (California Hospital Medical Center, Memorial Hospital of Gardena, St. Francis Medical Center, and White Memorial Medical Center). The program implementation will continue to be monitored.

On December 1, 2007, Downey Fire Department held a flu vaccine clinic in conjunction with the Department of Public Health. Over 600 vaccines were administered. The program was well received by all of the participants.

Emergency Department Volume

The nine impacted private hospitals have a total of 273 ED treatment stations. During the week ending December 1, 2007, a daily average of 1,193 patients registered in the EDs of the nine impacted hospitals (Attachment II). This reflects an 11% decrease from the daily average of 1,348 patients during the prior week. LAC+USC Medical Center registered a daily average of 412 ED patients during the week ending December 1, compared to 379 the prior week. Harbor-UCLA Medical Center registered a daily average of 228 ED patients during the week ending December 1, compared to 246 the prior week. This data is self-reported by the hospitals.

9-1-1 Transports

During the week ending December 1, 2007, there was a daily average of 200 9-1-1 transports to the nine impacted hospitals (Attachment II). This reflects a 23% decrease from the daily average of 259 9-1-1 transports during the prior week. LAC+USC Medical Center had a daily average of 45 9-1-1 transports during the week ending December 1, compared to 47 the prior week. Harbor-UCLA Medical Center had a daily average of 26 9-1-1 transports during the week ending December 1, compared to 27 the prior week. This data is also self-reported by the hospitals.

Impacted Hospital Transfer Program

During November 2007, the impacted hospitals referred 71 eligible patients to the EMS Agency for transfer into DHS and other hospitals. Of these, 27 were accepted for transfer. The main reasons why eligible patients were not accepted for transfer were: the patient was discharged (23), the patient no longer had an acute care need (4), there was no capacity (4), and the patient had insurance (3).

The 27 patients that were transferred went to the following hospitals: St. Vincent Medical Center (12), Harbor-UCLA Medical Center (8), LAC+USC Medical Center (5), Olive View-UCLA Medical Center (1), and Los Angeles Community Hospital (1).

Harbor-UCLA Medical Center

Beginning December 3, 2007, the EMS Agency implemented a satellite Medical Alert Center (MAC) at Harbor-UCLA Medical Center to facilitate the transfer of patients from Harbor-UCLA Medical Center ED to Rancho Los Amigos and participating private hospitals. The pilot transfer program is operational Monday through Friday, from 6:30 a.m. to 3:00 p.m. MAC staff are transferring five to seven patients per day to other hospitals.

The Department is working closely with Harbor-UCLA Medical Center management to do a thorough analysis of options to further decompress Harbor and will be reviewing these options with the Chief Executive Office.

Conclusion

I will continue to update you on the status of the MLK contingency services plan. In the meantime, if you have any questions or need additional information, please let me know.

BAC:cb
708:004

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

Los Angeles County Department of Health Services
MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER
Urgent Care, Primary and Specialty Care Visits
Week Ending December 1, 2007¹

Visit Type	9/1/2007	9/8/2007	9/15/2007	9/22/2007	9/29/2007	10/6/2007	10/13/2007	10/20/2007	10/27/2007	11/3/2007	11/10/2007	11/17/2007	11/24/2007	12/1/2007	Trend Indicator ²
Urgent Care ³	342	343	433	454	488	440	475	495	556	415	469	515	436	494	↑
Primary and Specialty Care	2,017	1,535*	2,050	1,971	2,102	1,930	1,754*	2,192	2,177	2,175	2,399	2,054*	1,520*	2,572	↑

¹ Weekly statistics reflect activities beginning on Sunday 12:00 midnight and ending on Saturday 11:59 pm.

² Trend indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater.

³ Urgent care visits include pediatric and adult urgent care visits.

* Number of visits is lower due to holidays. This number is included in the calculation of the trend indicator.

Los Angeles County Department of Health Services
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL

Hospital	Average Daily Emergency Department (ED) Volume											
	Week of 8/2/07 - 8/9/07	Week of 8/9/07 - 8/15/07	Week of 8/15/07 - 8/22/07	Week of 8/22/07 - 8/29/07	Week of 8/29/07 - 9/5/07	Week of 9/5/07 - 9/12/07	Week of 9/12/07 - 9/19/07	Week of 9/19/07 - 9/26/07	Week of 9/26/07 - 10/3/07	Week of 10/3/07 - 10/10/07	Week of 10/10/07 - 10/17/07	Week of 10/17/07 - 10/24/07
California Hospital Medical Center: 26 Emergency Department Treatment Stations	177	163	168	169	169	164	170	169	150	150	154	151
# of Patients Registered in the Emergency Department	81	54	53	55	55	50	48	55	50	50	49	48
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Cerritos Freeman Regional Medical Center: 38 Emergency Department Treatment Stations	169	161	172	167	169	174	172	156	166	180	170	174
# of Patients Registered in the Emergency Department	59	57	60	62	58	55	57	52	55	60	60	54
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Downey Regional Medical Center: 22 Emergency Department Treatment Stations	136	134	122	135	130	128	132	120	126	137	126	125
# of Patients Registered in the Emergency Department	21	24	22	24	23	24	21	22	24	25	21	20
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Kaiser Foundation - Bellflower: 45 Emergency Department Treatment Stations	249	209	234	231	236	244	238	224	238	220	227	227
# of Patients Registered in the Emergency Department	27	32	28	23	25	24	25	23	23	21	24	24
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Lakewood Regional Medical Center: 14 Emergency Department Treatment Stations	97	88	95	91	92	94	104	97	91	100	98	92
# of Patients Registered in the Emergency Department	18	13	14	15	11	14	17	18	18	18	15	17
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Long Beach Memorial Medical Center: 53 Emergency Department Treatment Stations	239	234	241	239	248	249	247	227	224	248	238	245
# of Patients Registered in the Emergency Department	23	23	24	40	39	42	36	35	35	42	37	33
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Memorial Hospital of Gardena: 10 Emergency Department Treatment Stations	65	62	64	68	63	65	63	76	84	84	73	80
# of Patients Registered in the Emergency Department	18	15	16	18	20	17	16	18	18	16	12	16
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
St. Francis Medical Center: 39 Emergency Department Treatment Stations	191	174	171	170	187	187	177	170	174	183	163	161
# of Patients Registered in the Emergency Department	39	34	28	33	30	28	31	32	30	30	31	31
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
White Memorial Medical Center: 28 Emergency Department Treatment Stations	120	114	109	111	114	113	115	108	114	109	106	106
# of Patients Registered in the Emergency Department	18	18	13	15	16	18	17	15	18	14	15	15
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
TOTAL	1,403	1,374	1,360	1,409	1,396	1,412	1,446	1,362	1,341	1,438	1,348	1,193
# of Patients Registered in the Emergency Department	259	247	233	235	284	273	289	280	269	287	259	200
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
Harbor/UCLA Medical Center: 55 Emergency Department Treatment Stations	210	218	207	209	203	228	219	225	209	210	246	228
# of Patients Registered in the Emergency Department	13	11	11	13	28	29	24	29	25	28	26	26
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1
LAC+USC Medical Center: 72 Emergency Department Treatment Stations	405	420	417	418	413	424	423	445	423	411	422	412
# of Patients Registered in the Emergency Department	54	50	48	48	54	47	48	54	48	52	50	45
# of B-1-1 Transports	1	1	1	1	1	1	1	1	1	1	1	1

* Not reported/available
These numbers have been updated based on revised information.
Trend indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted). Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater. Trend indicator is reported where data is available.
2 Beginning the week of 8/30/07, Harbor/UCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to the week of 8/30/07 BLS transports were not included in the total.
3 Prior to the week ending 8/26/07, Harbor/UCLA Medical Center does not include Long Beach Memorial Medical Center.
4 Harbor/UCLA Medical Center reported 3 days of data for this week; trend indicator is calculated using available data.
5 Cerritos Freeman Regional Medical Center reported 2 days of data for this week; trend indicator and total are calculated using available data.